



IMT TECH

iRESIDENTIAL

— SIMPLIFIED





Product & Services

Portal Platforms

Some of Our End – Users

SUNWAY[®]

**Knight
Frank**

**Sime
Darby** Property

GM
KUALA LUMPUR

GM
KLANG

MCT
BUILDING SUSTAINABLE COMMUNITIES

EKOVEST

WCT

SUNWAY
Nexis

TROPICANA
CORPORATION BERHAD

A+IS
REAL ESTATE INVESTMENT TRUST

OSK
PROPERTY

TOWERreit
Tower Real Estate Investment Trust

SCM
PROPERTY SERVICES SDN BHD

savills

**PPB GROUP
BERHAD**

EUPE
Building Lifestyles, Building Trust

金滿坊
CAMERON FAIR

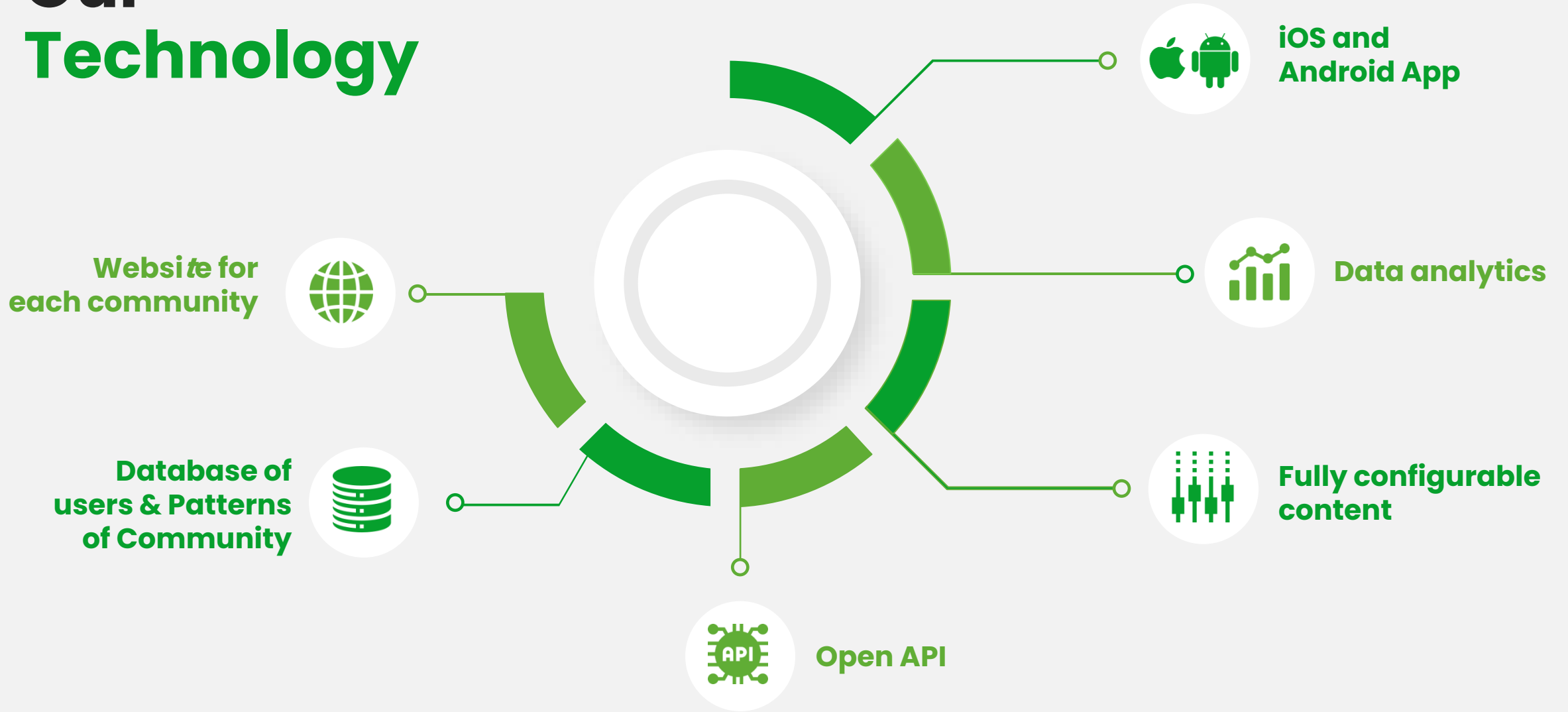
MRCB

GMBB

Some of Our End – Users



Our Technology





Common Issues In Building Management

- ⚠️ **Lack of communication channel between owners and staffs**
- ⚠️ **Inefficient staff utilization**
- ⚠️ **Miscommunication between building departments**
- ⚠️ **Difficulties in tracking work progress**
- ⚠️ **Scheduling conflicts**
- ⚠️ **Accounting Issues**



Website



To Introduce Community.



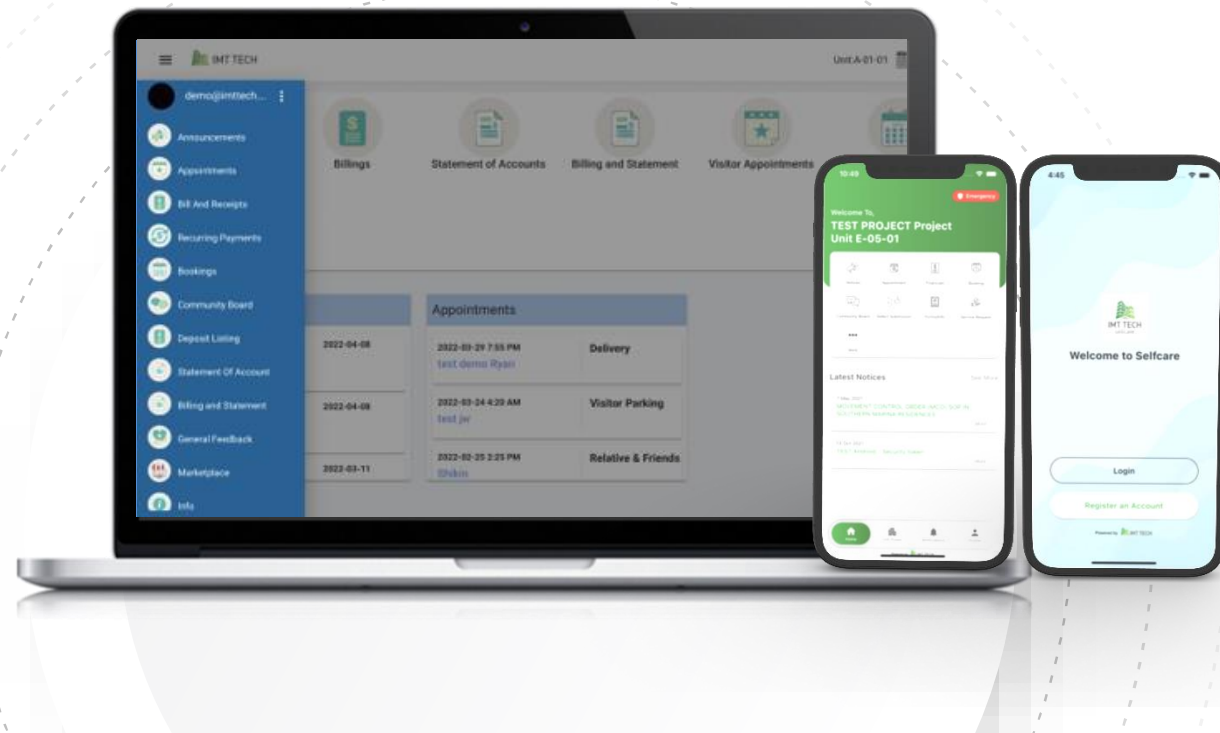
Acts as landing page for Resident portal login (for desktop version).



To enhance the value of property as to display online what features that the community provides.

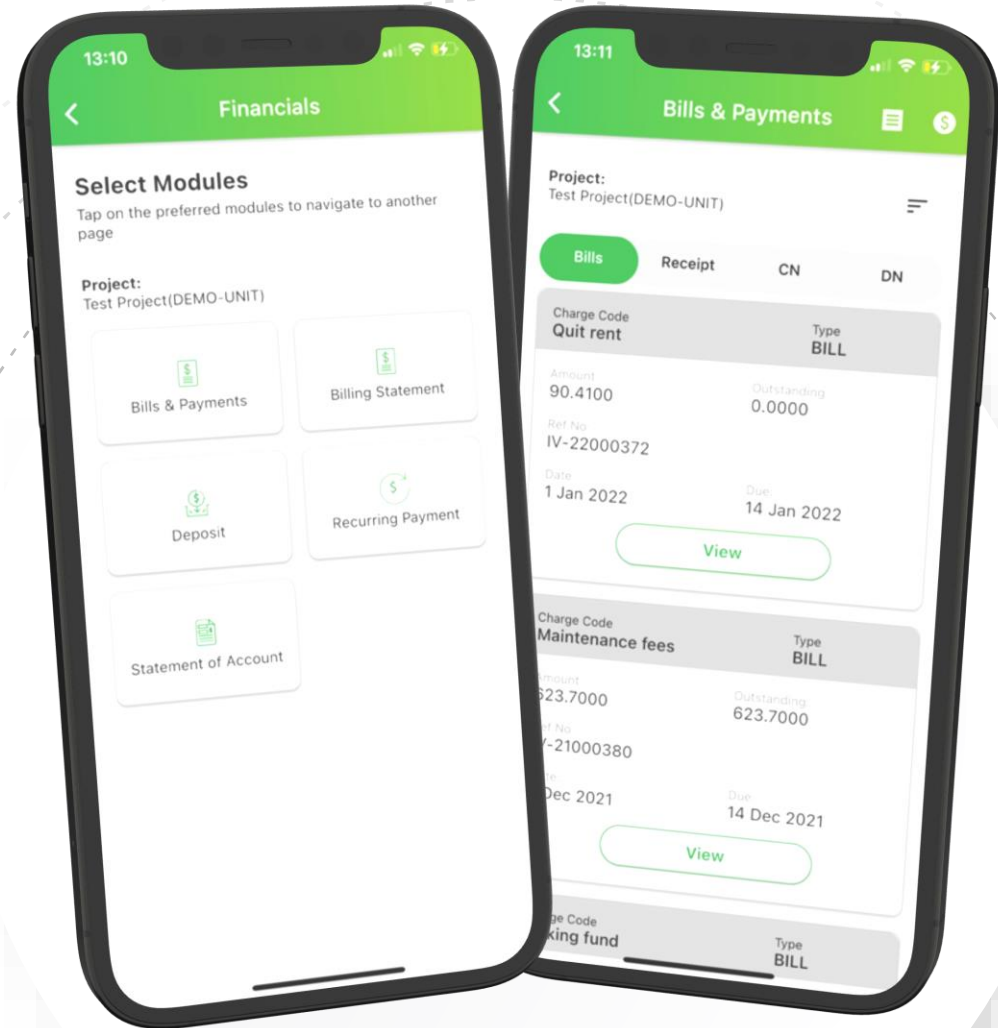
Key Features & Benefits for **Selfcare Login** (for owners & residents)

Via both Desktop web version and Mobile App



Financials

- ✓ **Pay online for your SF/MF, billings & facilities etc..**
- ✓ **View Bills and Receipts.**
- ✓ **View deposits paid.**
- ✓ **View statement of accounts (Aging amount indicates overdue invoices).**
- ✓ **View outstanding payments.**
- ✓ **View recurring payments.**



Appointments

(Visitor Management)



Host to invite visitor via visitor form to create QR code for the visitor.



QR code access - Automated scan-in & records.



Full hardware Integration available upon discussion (QR reader at lift, barrier, door etc..)

Instruction :
This QR Code is only valid once and to be scanned by security personnel before entering the building.



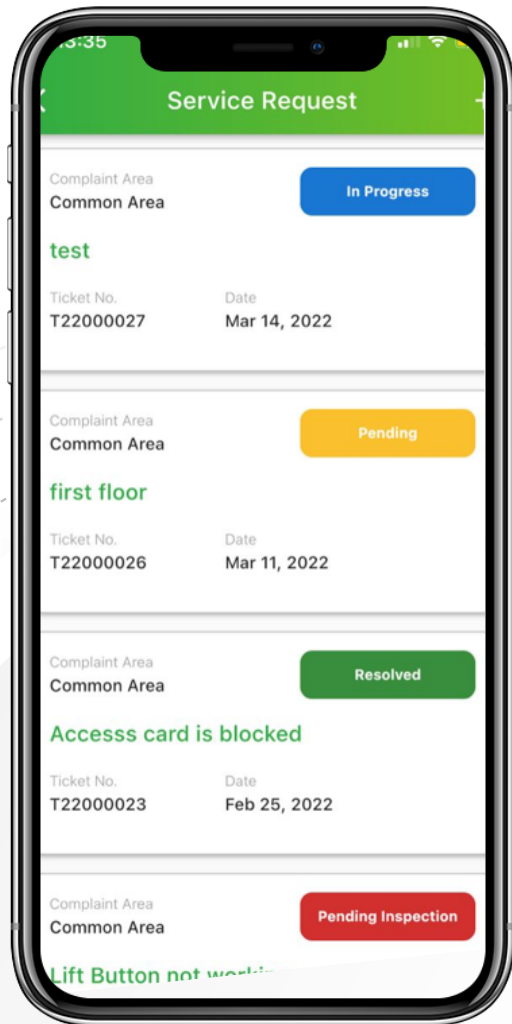
Appointment Date & Time : 2022-02-25 14:25:00

Unit No. : A-01-01	Visitor Name : Shikin
Identification No.:	Contact No : 012543978
Visitor Type : Relative & Friends	Purpose :
Vehicle Registration No :	No. of person : 2
Recurring Type : Daily	End Date : 2022-03-04

Bookings

- ✓ **Booking of various facilities in your premises.**
- ✓ **Create one off or recurring bookings.**
- ✓ **Rental & Deposit fees payment (auto invoicing).**
- ✓ **Links to back-end accounting for deposit and rental payments.**
- ✓ **Calendar view of bookings.**





General Feedback/ Work Order



Occupants can put in a Service request ticket via Selfcare App.



Notifications upon status updates & new comments.



Scheduling & auto escalation(reminder).



For Incident tracking (damages, repairs etc.)



Job assignment to PIC.



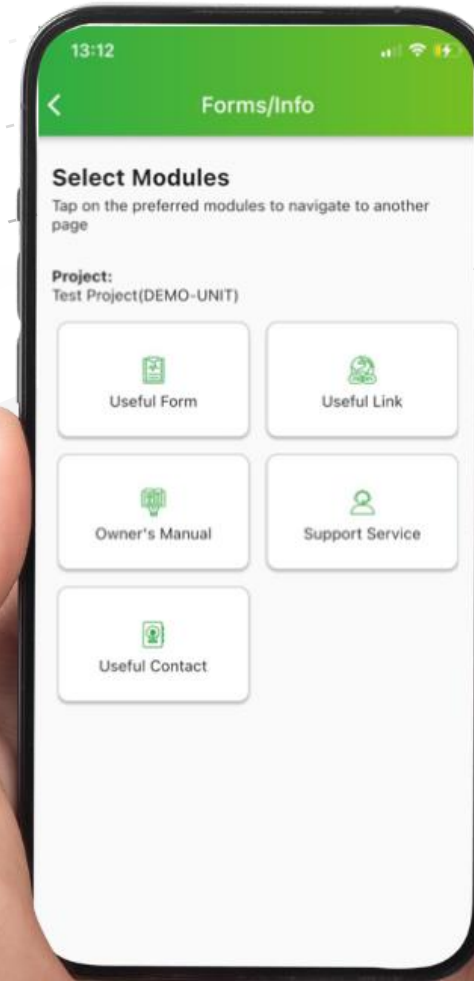
Choice of SLA (service level agreement) in automation mode or key in manually.



Online Survey & report.

Information

- ✓ **Online owner's manuals.**
- ✓ **Links to important website for crucial information.**
- ✓ **Download forms for various applications.**
- ✓ **Contact list of service & utility companies.**



**Owner's
manual**



**Useful
Contact**



**Useful
Form**



**Useful
Link**

Other Key Features



Work Order Tracking



Multiple units in 1 user



Multi-language Support



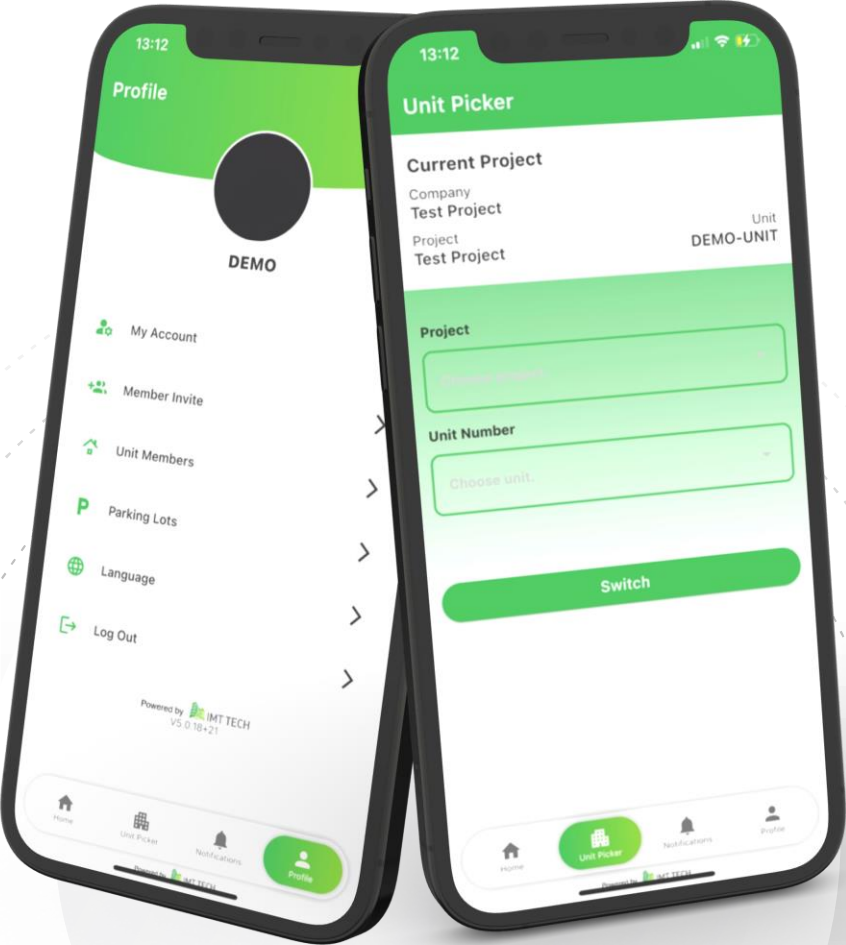
Reporting Analytics



Emergency Contacts



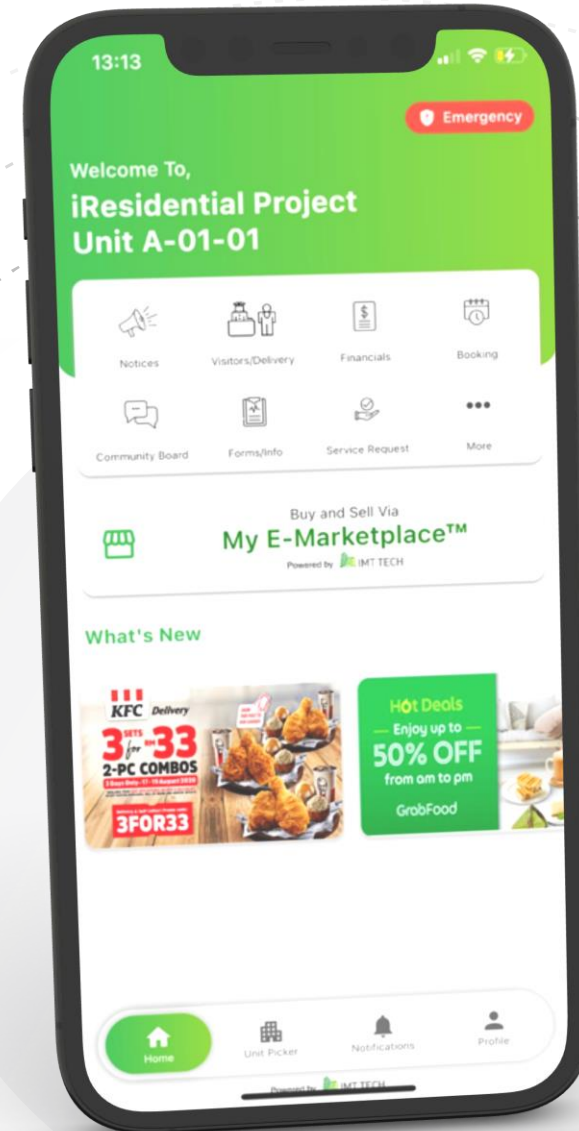
Push Notifications



Features & Benefits

for Selfcare (residents) Login

- **E-Market place**
- **Promotions**
- **Community board**
- **Announcements**
- **Intercom**
- **Emergency**
- **Happenings**
- **Integrations with 3rd party**
- **Etc..**





Billings

- ✓ **Timely billing sent to owners.**
- ✓ **Online payment available options.**
- ✓ **Notification & reminders.**
- ✓ **General billing invoices.**
- ✓ **Electricity bills.**
- ✓ **Statement of accounts.**
- ✓ **All through APPS as well as desktop availability.**

Accrual Accounting System

- ✓ **Realistic idea of income and expenses.**
- ✓ **Provides long term picture of business.**
- ✓ **More accurate measure of profitability during an accounting period.**





Statement of Accounts

- ✓ Statement can be viewed electronically.
- ✓ Aging amount indicates overdue invoices.

Aging Report

- ✓ **Primary tool to determine invoices overdue for payment.**
- ✓ **Remind tenants on coming due or/and past due invoices.**
- ✓ **Generate an aging report in just minutes.**





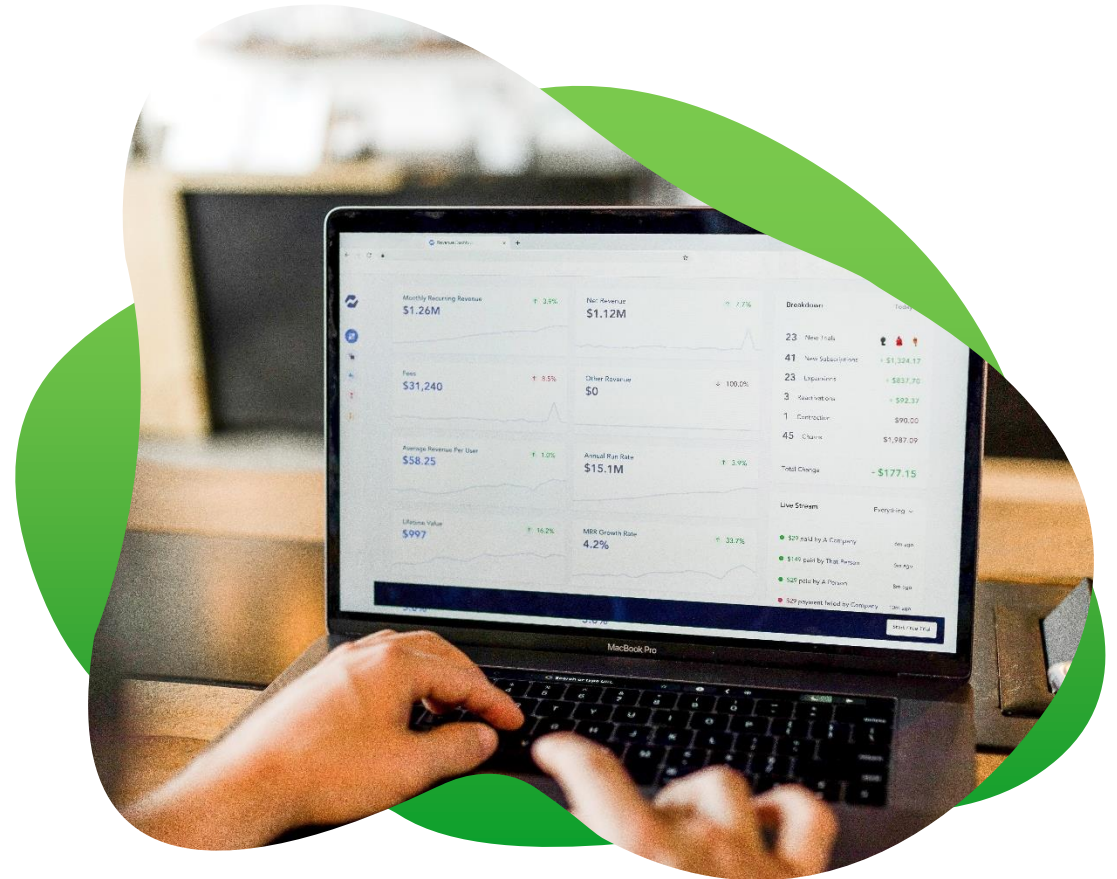
Debt Recovery

- ✓ **Reminder will be generated to the admin after the due date is due.**
- ✓ **Reminder letters printed and sent out to tenants.**
- ✓ **Reminders the system are parts of the recovery templates as like we automate Form 1,11 and 20.**

Reports

Generate various reporting information.

- ✓ **Accounts Receivable & Payables.**
- ✓ **Sales & Leaseback.**
- ✓ **Procurement.**
- ✓ **General Ledger.**
- ✓ **GST & SST support.**



Reporting and Analytics

Some examples of business insights that we can provide:

- ✓ The frequency, cost, and average time needed to complete various types of inquiries.
- ✓ Tenants' level of satisfaction and feedback for building management.
- ✓ Work capacity and performance for each individual staff and department.





Push Notification

Users will receive real-time both Mobile app & email notifications.

Amongst events that will trigger a notification:

- ✓ **Work Order report.**
- ✓ **Preventive Maintenance schedule reminder.**
- ✓ **News and events.**
- ✓ **Billings.**
- ✓ **Community Board.**
- ✓ **New submissions & Updates.**

Benefits Statement



Building Management

- ✓ **Interface with Mobile Apps and desktop version.**
- ✓ **Reduce time and effort needed to recap all tenant inquiries.**
- ✓ **Track progress, measure, and increase work performance.**
- ✓ **Gather and analyze historical data to anticipate potential problems.**
- ✓ **Increase tenants' trust and satisfaction on building management.**



Tenants/Owners

- ✓ **Inquiries easily anywhere anytime.**
- ✓ **Receive service updates and approve inquiry billings in real time.**
- ✓ **Receive latest announcements on the go.**
- ✓ **Maintain and review their unit's service records and billing history.**
- ✓ **Access facilities bookings and other building information.**

Solutions – One Stop Solution for Property Management



Cloud Service



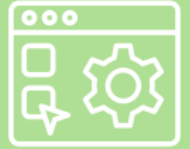
Mobile & PC Ready



No Capital Investment

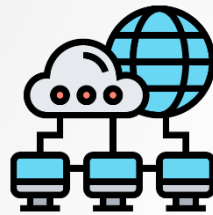


Analytical Tools



Customization Options*

Data Migration



Migrate Current Year Data

Implementation



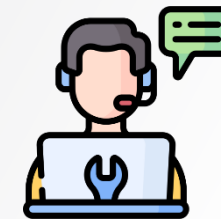
Configuration of data

Training & Roll Out



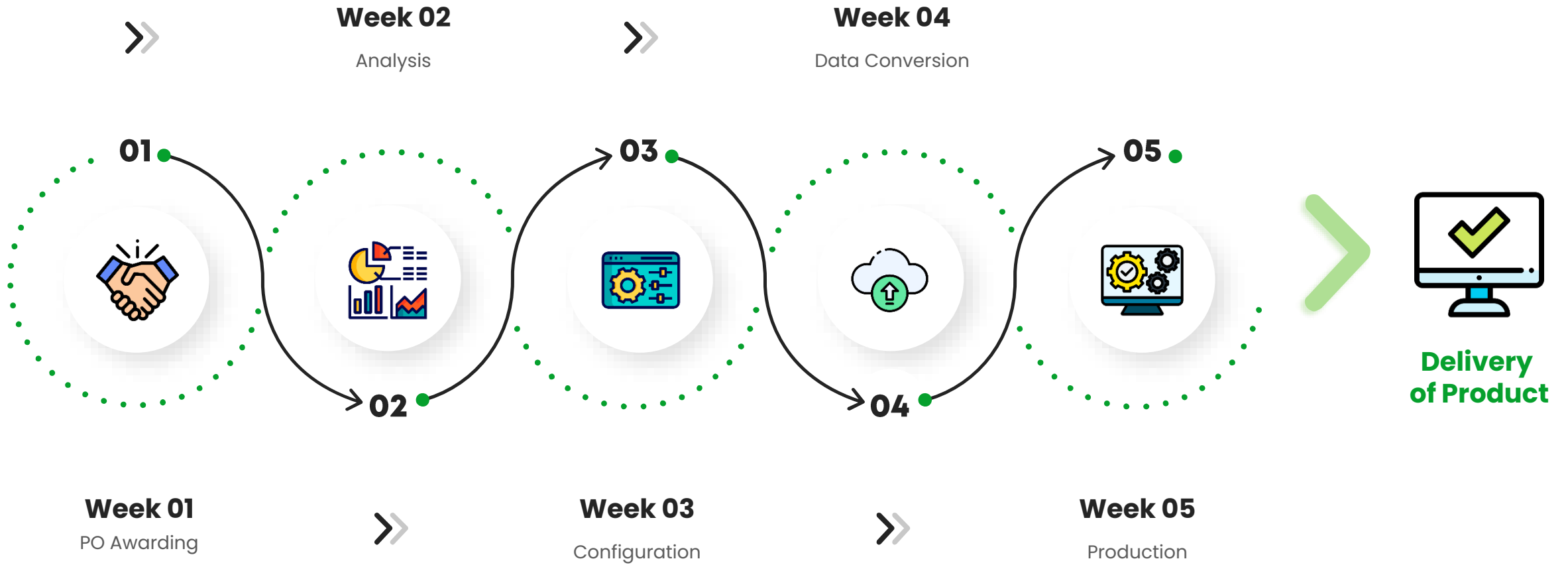
Conduct Training For Admin Team And Roll Out

Support & Upgrades



Provide Software Support & Handholding. Also Constantly Enhance & Upgrade




Portal Implementation Plan





Support Team Structure: **Portal Platforms**

Support & Uptime

Department	Phase 1		RESPONSE TIME
IMT Network Monitoring Centre	 Client Downtime?	Account Manager receive alert on server status from system. ST to perform standard checking & inform IMT on the problem *ST Support Team	As and when necessary
	Phase 2		RESPONSE TIME
	 Server Problem?	ST perform 2nd level diagnostic	1 Hour
		Identify problem: Software or Server/Network related	30 Minutes
ST verify & confirm the actual problem related issues. Perform 3rd level support if software.		30 Minutes	
	ST to escalate to Sys Admin to perform troubleshoot server issue	30 Minutes	
IMT Tech Department	Phase 3		RESPONSE TIME
	 Software Problem?	Response to problem remotely	Within 2 hours
		Service restoration by software reload	Within 8 hours
	If resolved, IMT to inform Client; any bug fixes will be applied later	Within 72 hours	

Products & Service Security Certifications



SAS 70

- ✓ **Internationally Recognized**
- ✓ **External Auditing Standard**
- ✓ **Assessing the effective operation of process**
- ✓ **Controls and security environment**



Management Accountability

Management have Visibility and Ownership



Determine Accurate Results

End to end process is controlled



Process Controls

Staff know how to perform the process



Security Policy

Systems and data are thoroughly secured



SAS Type II Compliance

Independent accreditation brings peace of mind

Thank You
Contact Us



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